





USAG Hohenfels - JMRC Hohenfels Environmental Management System

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Document Name:	Procedure for internal and external Communication		
Document ID:	EMS443_000_Communication.doc	Original Date:	12 Jan 05
Revision No:	4.0	Revision Date:	25 Aug 09
Document Owner:	Approval: 		
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1 BACKGROUND

The ISO 14001 Standard requires USAGH-JMRC to develop procedures for internal and external communication of EMS information. For instance, the ISO 14001 Standard requires that on request the USAGH-JMRC environmental policy must be made available to external interested parties. On the other hand, good internal communication is essential to developing, implementing and operating an effective EMS.

2 PURPOSE

The purpose of this procedure is to establish formal guidelines for, respectively describe existing internal and external communications regarding the Environmental Management System (EMS) and environmental management practices.

3 APPLICABILITY

This procedure applies to military and civilian personnel, and host and tenant organizations as well as contractors and families assigned to the USAGH-JMRC.

4 DEFINITIONS

A comprehensive list of terms and definitions used in and related to the EMS Hohenfels provides the Glossary of EMS Terms and Definitions (EMS410_002_Glossary.doc).

Internal Communication - To ensure sufficient communication between various levels of installation personnel during day-to-day operations to resolve environmental and other issues or concerns related to the EMS. Internal communications include verbal communication (e.g., staff meetings, unit meetings, brown-bag lunches), written communication (e.g., memorandum, e-mail), intranet, newsletters, posters, and bulletin boards.

The current plan for internal communication is centered on the existing weekly USAGH staff meetings and quarterly EQCC meetings that are held by the USAGH Commander. The EQCC plans to meet immediately following the general staff meeting. The EMS CFT will meet often enough to allow the implementation schedule to be met. The EMSR will brief the



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EQCC on the EMS implementation status, schedule, and resource requirements. EMS Management review will occur on an annual basis after implementation.

External Communication - The USAGH-JMRC is using existing external communication procedures that are already implemented. These procedures address three separate types of external communications: a) regulatory and official agencies, b) non-regulatory and non-official agencies, the media, and the public, and c) external communications initiated by USAGH.

External Interested Parties — Installation/facility stakeholders such as the surrounding community, environmental groups, and regulatory agencies.

Relevant Communications — Verbal or written inquiries deemed appropriate for response based on installation policy and concern for confidentiality. Written communications include memoranda, briefing presentations, Info papers, trip reports, executive summaries, and miscellaneous taskers and other formats. Written communications are archived in the Document Control System in folder 34_EMS\34.02_Communications.

Environmental Quality Control Committee (EQCC) – is chaired by the Garrison Commander. The EQCC acts as the board of Directors representing the Top Management for the USAGH-JMRC EMS. The EQCC is required by the Army Regulation (AR) 200-1 and should meet on a quarterly basis.

EMS Implementation Cross-Functional Team (CFT) - The CFT is appointed by the Environmental Quality Control Committee (EQCC), and led by the EMS Management Representative (EMSR) to review processes, activities and services and update the prioritized list of environmental aspects and impacts. The CFT includes representatives from the directorates, tenants, and/or activities whose operations are representative of the entire facility or whose normal operations are likely to affect the environment.

EMS Management Representative (EMSR) — An individual appointed by the Commander to be responsible for managing and overseeing the EMS implementation effort.

EMS Coordinator – An individual, appointed by the Commander, who assists the EMS Management Representative in handling day-to-day operations (Example: EMS Training Coordinator).

EMS Training Coordinator - An individual appointed by the EMS Management Representative (EMSR) that coordinates all EMS-related training activities throughout the installation.

Environmental Management Program Manager (EMP Manager) – An individual appointed by the EMSR to manage a specific environmental management program (EMP).

Environmental Officers (EOs) – Serves the Environmental Division and the EMSR as the solely point of contact for environmental concerns at the unit or organization level. Based on a proactive attitude, the EO will coordinate all environmental issues including but not limited to spill prevention, noise, environmental impact analysis, air pollution, hazardous waste and hazardous materials management, and solid waste management with the Environmental Division. The EO is responsible that personnel in his unit or organization receive appropriate training depending from their job (EMS Competence Level Training). The EO will coordinate the training needs assessment and the conduction of required training with the EMSR respectively the EMS Training Coordinator.



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5 SUPPORTING DOCUMENTS

Document ID	Title
AR 200-1	Environmental Protection and Enhancement
ISO 14001: 2004	Environmental Management Systems – Specification with Guidance for Use
ISO 14004: 2004	Environmental Management Systems – General Guidelines on Principles, Systems and Support Techniques
Implementers Guide	US Army Environmental Management System Implementers Guide, Latest Version 3.0, December 2005
EMS420_000_Policy.doc	United States Army Garrison Hohenfels (USAGH) and Joint Multinational Readiness Center (JMRC) Hohenfels Joint Environmental Policy. July 2009
EMS410_001_ImplemPlan.doc	EMS Implementation Plan, US Army Garrison Hohenfels (USAGH) and Joint Multinational Readiness Center (JMRC) Hohenfels, Germany, October 2005
EMS441_000_RRRAuthority.doc	Procedure for Resources, Roles, Responsibility and Authority
EMS431_000_Aspects.doc	Environmental Aspect Identification Procedure
EMS432_000_Legal.doc	Procedure for Legal and Other Requirements Identification
34_EMS\34.02_Communications	Written EMS-related communications archive (includes memoranda, briefing presentations, EMS implementation activity schedule, info papers, trip reports, executive summaries, and miscellaneous taskers, and other communication formats.
EMS444_000_Documentation.doc	Procedure for EMS Documentation
EMS454_000_Records.doc	Procedure for the Control of Records
EMS400_000_TOC.doc	Table of Contents of the USAG Hohenfels EMS Manual



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6 PROCESS

Responsible	No.	Action
INTERNAL COMMUNICATION		
<i>Existing means of installation internal communication will be used, including:</i>		
<ul style="list-style-type: none">- <i>Face-to-face discussions</i>- <i>Telephone conversations</i>- <i>E-mail correspondence</i>- <i>Written memoranda</i>- <i>Scheduled recurring meetings: Garrison staff meetings (weekly), DPW staff meetings (weekly), EUD line item review meetings (monthly), EQCC meetings (quarterly), Work Council meetings (bi-annual), CFT meetings (as needed).</i>- <i>Meeting(s) scheduled to resolve or coordinate issues</i>- <i>Information on the installation Intranet, newsletters, posters, and bulletin boards</i>		
Military and civilian personnel of the USAGH-JMRC	1	Inform immediate supervisor of environmental and health/safety issues or concerns (e.g. faulty or unsafe process, suggested improvements to the process, etc.).
USAGH Supervisor(s), JMRC Supervisor(s)	1	Address any issue or concern within your area of responsibility. If not in your area of responsibility, contact the appropriate Environmental Program Manager or the EMS Management Representative EMSR). If necessary, submit a request (work order) for a corrective and/or preventive action to the Engineering Plans & Services Division (EP&S) under Department of Public Works (DPW) Hohenfels.
Engineering Plans & Services Division (EP&S) at Department of Public Works (DPW) Hohenfels.	1	Receive and review incoming internal requests (work orders) for corrective and/or preventive action addressing constructive and/or environmental concerns.
Environmental Program Manager(s)	1	Receive and respond to employee concerns. Inform the EMSR, and other appropriate USAGH-JMRC staff of major issues affecting the operation of the EMS.
EMS Implementation Cross Functional Team (CFT)	1	Meet on an as-needed basis to review progress of EMS implementation and provide assistance where necessary.
	2	Prepare meeting minutes and document according to the Procedure for Documentation, and the Procedure for the Control of Records.
Environmental Quality Control Committee (EQCC)	1	Meet quarterly to discuss EMS implementation status.
	2	Prepare meeting minutes and document according to the Procedure for Documentation, and the Procedure for the Control of Records.



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Responsible	No.	Action
EMS Management Representative	1	Address requests for preventive and/or corrective action.
	2	Provide, as appropriate, EMS-relevant information to pertinent installation personnel using one or more of the internal communication means listed above.
		<i>End of Activity</i>
EXTERNAL COMMUNICATION (regulatory and other official agencies)		
Military personnel and civilian employees receiving requests for environmental information	1	Direct the request to the EMSR through appropriate channels.
EMS Management Representative (EMSR)	1	Identify the appropriate Environmental Program Manager for request review and response.
Environmental Program Manager	1	Respond to and follow-up on requests for environmental information. Notify the EMSR of any relevant communications.
	2	Maintain pertinent records (memorandums, reports, etc.) of external communication with regulatory and other official agencies following the Procedure for Documentation, and the Procedure for the Control of Records..
Engineering Plans & Services Division (EP&S) at the Department of Public Works (DPW) Hohenfels.	1	Forward work orders and project designs requiring the involvement of host nation authorities to the DPW Master Planning Division at USAG Grafenwöhr (external). <i>Remark: The DPW Master Planning Division at USAG Grafenwöhr is responsible for directly addressing the relevant host nation authorities, and managing and redirecting authority requests with regard to USAGH-JMRC towards the DPW EP&S Hohenfels.</i>
	2	Disseminate host nation authority requests received directly from local or regional officials, or via DPW Master Planning Division at USAG Grafenwöhr through appropriate channels.
		<i>End of Activity</i>
EXTERNAL COMMUNICATION (Non-regulatory and non-official agencies, the media, and the public)		
All military personnel and civilian employees	1	Forward all non-regulatory requests for information to the USAGH-JMRC Public Affairs Office (PAO) for response.
Public Affairs Office (PAO)	1	Receive and respond to information requests from the media, the public, and other non-official external agencies If required, submit information requests from the media, the public, and other non-official external agencies to the EMSR for preparation of the proposed response.



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Responsible	No.	Action
	2	Communicate the response to the requestor of information
	3	Prepare and maintain a record of the communication and document according to the Procedure for Documentation, and the Procedure for the Control of Records..
		<i>End of Activity</i>
EXTERNAL COMMUNICATION INITIATED BY USAGH		
EMS Management Representative	1	Determine what EMS information shall be available to the public, upon request, through the USAGH-JMRC Public Affairs Office.
	2	Document the decision and provide the EMS information to the USAGH-JMRC Public Affairs Office for publication.
		<i>End of Activity</i>



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7 DOCUMENT REVISION SUMMARY

Revision Number	Date of Revision	Revision Summary
1.0	05 Mar 07	Editorial changes, re-structured sections according to related procedures, extended Supporting Documents tab, included descriptive process table, update of Hyperlinks
2.0	28 Nov 07	<ul style="list-style-type: none">- Revised filename/document ID IAW new EMS Manual format/concept;- updated hyperlinks in process table- updated Supporting Documents table;- replaced ECO with EO
3.0	18 Feb 09	No changes
4.0	25 Aug 09	Update list of supporting documents